CMS Net

Errors and Alerts Messages

Appendix L 4800-4899

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SSN VALIDATION/REFERRAL UPDATE EDITS/ALERTS 4800 THROUGH 4899

Overview   Below is a list of messages detailing the number, message title and directive to resolve errors or alerts.

4801   **SSA UPDATE VALIDATED - NO DIFFERENCES**   *ACCEPT*

This SSN has been validated for this recipient via the SSA Referral process. Referral recipient information matched MEDS information without any differences. The data elements associated with this message display first the old and then the new MEDS SSN Verification Code.

ACTION: No follow-up action required for MEDS.

4802   **SSA UPDATE VALIDATED - WITH DIFFERENCES**   *ACCEPT*

This SSN has been validated for this recipient via SSN Validation or the SSA Referral process. There were some differences between the Validation or Referral record and MEDS information. However, there were sufficient matching fields to flag this SSN as validated for this recipient. The data elements associated with this message display first the old and then the new MEDS SSN Verification Code.

When this message appears with a Validation record, it means that either:
1) the MEDS birthdate was changed after the Validation record was created, or,
2) there is a sex conflict between the information on the Validation record and the information currently on MEDS.

When this message appears with a Referral record, it means that there were differences in birthdate, sex and/or name between the Referral record and MEDS information.

The specific differences are identified by messages 4803, 4804 and 4815. One or more of those alert messages will appear with this message to assist counties in determining whether the differences indicate a problem requiring follow-up action. NOTE: message 4804 appears only with Referral records.

ACTION: Review the differences between the Validation or Referral record and MEDS to verify that both records are for the same recipient and that the SSN was correctly validated. If you do not believe that both records are for the same person, please contact your MEDS Network Liaison in Department of Health Services Medi-Cal Eligibility Branch.

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4803   <u>**SSA UPDATE VALIDATED - DIFFERENT BIRTHDATES**</u>   *ALERT*

This message appears with 4802 when the birthdate on the Validation or Referral record did not exactly match the birthdate on MEDS for this recipient. The data elements associated with this message display first the transaction BIRTHDATE and then the MEDS birthdate.

When this message appears with a Validation record, it means that the birthdate on MEDS was changed after creating the Validation record, but is still within the acceptable range edits. When this message appears with a Referral record, it means that the birthdate on the SSA Referral was different from the birthdate on MEDS but is still within the acceptable range edits.

The acceptable range edits specify either:
1) an exact match on the last two digits of the year of birth, or,
2) an exact match on the month of birth and the last two digits of the year of birth within plus or minus one year.

<u>ACTION:</u> Refer to primary message 4802. Review the county records. Determine if an error was made in reporting the birthdate and if it impacts aid-category eligibility. Take appropriate corrective action.

*NOTE: It is possible that the Referral birthdate is incorrect, e.g., recipient entered the wrong birthdate on the SS5 or SSA made a data entry error. If SSA has a wrong birthdate, the recipient may want to have SSA correct their records. This can be accomplished via the MC194 Referral process.

4804   <u>**SSA UPDATE VALIDATED - SSA NAME NEW TO MEDS**</u>   *ALERT*

This message appears with 4802 when the name reported on a Referral record did not exactly match any name on the MEDS Name Cross-Reference File for this recipient. Since this SSN has been validated for this recipient, this name has been added to the MEDS Name Cross-Reference File. The data elements associated with this message display the first and last name from the Referral record.

<u>ACTION:</u> Refer to primary message 4802.

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4805	**SSA UPDATE MATCHED-MEDS-ID CHANGE REQUIRED**	***REJECT***

A SSN referral record matched a record on MEDS that appears to be for the same person. The referral matched MEDS information as follows:

1) the referral COUNTY-ID exactly matched a COUNTY-ID on MEDS, and,
2) the referral name and birthdate either exactly matched MEDS or passed the acceptable range edits.

However, the SSN reported by SSA does not match the SSN (MEDS-ID) on MEDS for the COUNTY-ID reported and there is no record on MEDS with the SSN reported by SSA.

If there were any differences in the birthdate, name or sex between the referral record and MEDS information, messages 4807, 4808 and/or 4815 will appear with this message.

ACTION: Review any differences between the referral and MEDS information to verify that the referral is in fact for your recipient. Initiate a SSN (MEDS-ID) change to reflect the SSN reported by SSA as appropriate. The new SSN will then be submitted for validation in the next validation process.

4806   **SSA UPDATE MATCHED-TWO RECORDS ON MEDS**   *REJECT*

A SSN Referral record matched a record on MEDS Network that appears to be for the same person. The referral matched the MEDS information as follows:
1) the referral County-ID exactly matched a COUNTY-ID on MEDS, and,
2) the referral name and birthdate either exactly matched MEDS or passed the acceptable range edits.

However, the SSN reported by SSA does not match the SSN (MEDS-ID) on MEDS for the COUNTY-ID reported and there is another record on MEDS with the SSN reported by SSA.

If there were any differences in the birthdate, name or sex between the referral record and MEDS information, messages 4807, 4808 and/or 4815 will appear with this message. The other record on MEDS, with the SSN reported by SSA, displays as the Matching Master with this message.

ACTION: Review any differences between the referral and MEDS information to verify that the referral is in fact for your recipient. Also review the other MEDS record, for SSA's SSN, to determine whether both records are for the same individual.

If the referral record is not for your recipient, there has probably been a reporting error in the COUNTY-ID. If it does not belong to another member of that case and you cannot determine whether it belongs to another worker in your county, then no further action can be taken.

If both records are for the same individual, coordinate with the other worker to terminate the inappropriate record. Combine the records using an EW11 transaction.

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4807   **SSA UPDATE MATCHED- DIFFERENT BIRTHDATES**   *ALERT*

This message appears with 4805 or 4806 when the birthdate on an SSN Referral record did not match the birthdate on MEDS for this recipient.

ACTION: Review county records to determine if an error was made in county reporting of birthdate and if it impacts aid category eligibility. Take appropriate corrective action. NOTE: it is possible that the referral birthdate is incorrect. E.g. recipient entered the wrong birthdate on the SS5 or SSA made a key entry error. If SSA has a wrong birthdate, the recipient may want to have SSA correct the record. This can be accomplished via an MC194 Referral.

4808   **SSA UPDATE MATCHED-SSA NAME NEW TO MEDS**   *ALERT*

This message appears with 4805 and 4806 when the name reported on a SSA Referral record did not exactly match any name on the MEDS Name Cross-Reference File for this recipient. Since there were insufficient matching fields to flag this SSN as validated for this recipient, this name was not added to the MEDS Name Cross-Reference File.

ACTION: If an SSN change request is submitted to change this recipient's SSN to the one reported on the referral record, this name should also be submitted to MEDS. Identify it as the Alias/Social Security Name so that the new SSN will be validated in the next Validation process.

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4809   <u>**SSA UPDATE FAILED-BIRTHDATE/NAME DISCREPANCIES**</u>   *REJECT*

A SSN Referral record partially matched a record on MEDS, but differences in name and/or birthdate were such that MEDS could not determine whether the Referral record was for the same person as the MEDS recipient. The Referral matched MEDS information as follows:

1) the Referral SSN matched an SSN on MEDS, and,
2) either the Referral COUNTY-ID exactly matched a COUNTY-ID on MEDS for that SSN or the last six digits of COUNTY-ID serial number matched the current MEDS COUNTY-ID.

The data elements displayed with this message identify MEDS and SSA information for those fields, names and/or birthdates, which did not exactly match. The old and new SSN-VER codes and the Matching Master record for the SSN on MEDS are also displayed. Messages 4814 and/or 4815 may also appear with this message.

<u>ACTION</u>: Review the differences between the Referral and MEDS information to verity that the Referral record is in fact for your recipient. Verify the discrepancies and either submit corrections to MEDS or initiate another referral depending on whether SSA or MEDS data is incorrect.

If the Referral record is not for your recipient, verify that the SSN on MEDS for your recipient has been correctly reported. Submit an SSN (MEDS-ID) change, or, if MEDS appears to be correct, initiate an MC194 Referral for your recipient.

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4810   <u>**SSA UPDATE FAILED - POSSIBLE MEDS-ID CHANGE**</u>   *REJECT*

An SSN Referral record partially matched a record on MEDS, but differences in name and/or birthdate were such that MEDS could not be certain that the Referral record was for the same person as the MEDS recipient. The Referral COUNTY-ID exactly matched a COUNTY-ID on MEDS. However, the SSN reported by SSA does not match the SSN (MEDS-ID) on MEDS for that COUNTY-ID and there is no record on MEDS with the SSN reported by SSA. The data elements displayed with this message identify MEDS and SSA information for those fields (names and/or birthdates and SSN's) which did not exactly match. The old and new SSN-VER codes and the Matching Master record for the SSN on MEDS are also displayed. Messages 4814 and/or 4815 may also appear with this message.

<u>**ACTION:**</u> Review the differences between the Referral and MEDS information to verity that the Referral record is in fact for your recipient. Initiate an SSN (MEDS-ID) change to reflect the SSN reported by SSA as appropriate. If message 4814 does not appear with this message, then the Alias/SSN name should be submitted to MEDS along with the SSN change so that the new SSN will be validated in the next validation process. If the Referral record is not for your recipient, there has probably been a reporting error in the COUNTY-ID. If it does not belong to another member of that case and you cannot determine whether it belongs to another worker in your county, then no further action can be taken.

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4811   **<u>SSA UPDATE FAILED - POSSIBLE TWO RECORDS ON MEDS</u>**   *REJECT*

An SSN Referral record partially matched a record on MEDS, but differences in name and/or birthdate were such that MEDS could not be certain that the Referral record was for the same person as the MEDS recipient. The Referral COUNTY-ID exactly matched a COUNTY-ID on MEDS. However, the SSN reported by SSA does not match the SSN (MEDS-ID) on MEDS for that COUNTY-ID and there is another record on MEDS with the SSN reported by SSA. The data elements displayed with this message identify MEDS and SSA information for those fields (names and/or birthdates and SSNs) which did not exactly match. The old and new SSN reported by SSA displays as the Matching Master with this message. Messages 4814 and/or 4815 may also appear with this message.

<u>ACTION</u>: Review any differences between the referral and MEDS information to verify that the referral is in fact for your recipient. Review the other MEDS record (for SSA's SSN) to determine if both records are for the same individual. If the referral record is not for your recipient, there has probably been a reporting error in the COUNTY-ID. If it does not belong to another member of that case and you cannot determine whether it belongs to another worker in your county, then no further action can be taken. If both records are for the same individual, coordinate termination of the inappropriate record and combine with an EW11 transaction.

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SSN VALIDATION/REFERRAL UPDATE EDITS/ALERTS - 4800
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4812   <u>SSA UPDATE FAILED - COUNTY ID UNKNOWN TO MEDS</u>   *REJECT*

An SSN Referral record partially matched a record on MEDS, but differences in name and/or birthdate and COUNTY-ID were such that MEDS could not be certain that the Referral record was the same person as MEDS recipient. The Referral SSN matched an SSN on MEDS. However, the Referral County ID did not exactly match the current MEDS County ID for that SSN.

If the Matching Master record is a truncated record (i.e. there is no serial number on the MEDS database), the name and birthdate-edits are not checked. The only data elements displayed are the SSN and County case number from the Referral record.

Otherwise, the data elements displayed with this message identify MEDS and SSA information for those fields (names and/or birthdates and County IDs) which did not exactly match. The old and new SSN-VER codes are also displayed. Messages 4814 and/or 4815 may appear with this message. In either case, the Matching Master record for the SSN on MEDS is displayed.

ACTION: Review the differences between the Referral and MEDS information to verify that the Referral record is in fact for your recipient. Verify the discrepancies and either submit corrections to MEDS or initiate another referral depending on whether SSA or MEDS data is incorrect.

If the Referral record is not for your recipient, verify that the SSN on MEDS for your recipient has been correctly reported. Submit an SSN change or, if correct, initiate an MC194 Referral for your recipient.

4813   <u>SSA UPDATE FAILED - COUNTY ID & SSAN UNKNOWN TO MEDS</u>   *REJECT*

Neither the County ID nor the SSN reported on the Referral record is known to MEDS. There may have been a reporting error in the County ID either on the SSA Referral or on MEDS or the recipient may be covered under an aid category not reported to MEDS (e.g. General Relief).

ACTION: If this recipient should be eligible on MEDS, verify that the recipient is on MEDS and then initiate an SSN change to reflect the SSN reported by SSA.

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4814   **SSA UPDATED FAILED - SSA NAME KNOWN TO MEDS**   *ALERT*

This message appears with 4809 through 4812 when the name on the Referral Record exactly matches a name on the MEDS Name Cross-Reference File for this MEDS recipient. The data elements associated with this message display the first and last name from the Referral record.

ACTION: Refer to primary message 4809, 4810, 4811 or 4812.

4815   **SSA UPDATE - SEX DISCREPANCY BETWEEN MEDS AND SSA**   *ALERT*

This message appears with 4802 when a sex discrepancy is identified during processing of a Validation or Referral record. The data elements associated with this message display first the transaction sex code and then the MEDS sex code.

When message 4815 appears with a Validation record, it means that either:
1) a sex conflict was identified by SSA and the sex code on the Validation record is the same as on MEDS, or,
2) no sex conflict was identified by SSA, but MEDS sex code was changed after the Validation record was created.

The second situation may or may not indicate a real discrepancy. If SSA does not have an "M" or "F" on their file, then the Validation record is considered to be a "match with no sex conflict". In that case the sex code currently on MEDS may be correct and would likewise be considered a "match with no sex conflict" if sent to SSA. When this message appears with a Referral record, it means that the sex code on MEDS is not the same as the sex code on the Referral record.

ACTION: Refer to primary message 4802. Review the MEDS sex code to determine whether MEDS is correct. If the sex code currently on MEDS is not correct, submit a correction to update MEDS. If this is a Validation record and the sex codes displayed with the message are identical or if this is a Referral record, the county may want to alert the recipient that SSA has the opposite sex code.

If this is a Validation record and the sex codes displayed with the message are not identical and the MEDS sex code is correct, then no further action is required. When the next Validation process is run, the SSN-VER code will be updated to eliminate the reference to a sex discrepancy.

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4818	<u>**SSN UNVALIDATED - PREVIOUSLY UNVALIDATED**</u>	*ALERT*

This message appears with 4822 or 4823. It indicates that there was a previous unsuccessful attempt, either via Validation or Referral, to validate this particular SSN. The data elements associated with this message display first the old and then the new MEDS SSN Verification Code.

ACTION: Refer to primary message 4822 or 4823. The old SSN Verification Code may provide useful information in deciding on the most appropriate follow-up action. For example, if both the old and the new MEDS SSN Verification Codes indicate that Validation attempts matched everything except birthdate, an MC194 Referral may be the best way to resolve the problem.

4819	<u>**VALIDATION REJECTED - MEDS-ID HAS BEEN CHANGED**</u>	*EJECT*

This message appears with message 4822 when the SSN on the Validation record does not match the MEDS-ID on the County ID Cross-Reference File for the County ID submitted on the Validation record. The data elements associated with this message display first the Validation record SSN (MEDS-ID) and then the County ID Cross-Reference File MEDS-ID. The report header information is from the Validation record. If there is a record on MEDS with the Validation record SSN, it will be displayed as the Matching Master.

ACTION: Refer to primary message 4822. If there is a Matching Master record displayed and its County ID matches the County ID in the header portion of the Worker Alert (excluding units of aid), there is an unexpected problem with the MEDS Database. Please contact your State MEDS Network Liaison for assistance in dealing with this record.

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4821   **VALIDATION REJECTED - DOB CHANGED/OUT OF RANGE**   *REJECT*

This message appears with 4822 when the birthdate on MEDS was changed after the Validation record was created and the birthdate is no longer within MEDS acceptable range edits. The data elements associated with this message display first the Validation record birthdate and then the MEDS birthdate. The Matching Master record also displays with this message.

ACTION: Refer to primary message 4822.

4822   **INFORMATION SENT TO SSA RETURNED AS VALIDATED**   *URGENT*

This message is issued when a Validation record was coded as validated but differences between the Validation record and information currently on MEDS raise serious questions about the accuracy of the MEDS record. The data elements associated with this message display the first name and SSN Verification Code from the Validation record. Additional alert messages will appear with this message to assist counties in determining appropriate follow-up actions. Differences between the two records are further explained by message 4819 or 4821, one of which will always appear with this message. When message 4821 appears with this message, one or more of the following messages will also appear: 4817, 4818 and 4828 through 4832. Alert messages 4817 and 4818 provide additional information regarding the prior SSN Verification status on MEDS. Alert message 4829, 4830, 4831 or 4832 will appear with this message if there are unusual circumstances indicated by the prior SSN Verification status on MEDS. Message 4828 appears when there has also been a change in the MEDS sex code since the Validation record was created.

ACTION: Review the Validation name, birthdate, and sex to verify the record is for your recipient. If it is and the birthdate, sex or SSN sent to SSA was incorrect, submit corrections to MEDS accordingly. If the current MEDS information is correct, refer the recipient to SSA via an MC194 referral.

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4823   INFORMATION SENT TO SSA RETURNED AN UNVALIDATED   *ACTION*

This message is issued when a Validation record coded as invalidated matches a record on MEDS with an SSN that is not currently validated. The data elements associated with this message display the first and last name from the Validation record.

Additional alert messages will appear with this message to assist counties in determining appropriate follow-up actions. Results of the attempt to match the Validation record against SSA's records are further explained by messages 4824 through 4827, one of which will always appear with this message. Either message 4817, 4818 or 4820 will also always appear with this message. Message 4820 appears when a MEDS system problem prevented the Validation record from accessing or updating the MEDS record. Alert messages 4817 and 4818 provide additional information regarding the prior SSN Verification status on MEDS. Alert message 4829, 4830, 4831 or 4832 will appear with this message if there are unusual circumstances indicated by the prior SSN Verification status on MEDS.

ACTION: Review the error message describing the results of the SSA match and the information submitted on the Validation record. If the recipient verifies that the Validation record information is correct, initiate an MC194 referral. If the information on the Validation record was not correct, verify that MEDS currently has the correct SSN, name, birthdate and sex for this recipient. Submit corrections as appropriate.

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4824   **PER SSA - NAME MATCHES, SEX OK, DOB DOES NOT MATCH**   *ALERT*

This message appears with 4823. It indicates that the SSN is known to SSA, the name matched within the tolerances applied by SSA, and no conflict was identified on sex code. However, the SSN was not validated by SSA because the birthdate was outside the acceptable range edits applied by SSA. The data element associated with this message displays the birthdate from the Validation record.

The acceptable range edits on birthdate specify either:
1) an exact match on the last two digits of the year or birth, or
2) an exact match on the month of birth and the last two digits of the year of birth within plus or minus one year.

ACTION: Refer to primary message 4823.

4825   **PER SSA - NAME MATCHES, DOB AND SEX DO NOT MATCH**   *ALERT*

This message appears with 4823. It indicates that the SSN is known to SSA and the name matched within the tolerances applied by SSA. However, the SSN was not validated by SSA because the birthdate was outside the acceptable range edits applied by SSA and a sex conflict was identified. The data elements associated with this message display the birthdate and sex from the Validation record.

The acceptable range edits on birthdate specify either:
1) an exact match on the last two digits of the year of birth, or,
2) an exact match on the month of birth and the last two digits of the year of birth within plus or minus one year.

ACTION: refer to primary message 4823.

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4826 **PER SSA - NAMES DOES NOT MATCH, DOB AND SEX NOT CHECKED** *ALERT*

This message appears with 4823. It indicates that the SSN is known to SSA. However, the SSN was not validated by SSA because the name did not match within SSA's tolerance. Since the name did not match, neither birthdate nor sex was checked against SSA records. The data elements associated with this message display the birthdate and sex from the Validation record. The first and last name from the Validation record are displayed with message 4823.

Refer to the description of the Match Criteria used by SSA for more information on the tolerances that SSA allows in trying to match the name submitted on the Validation record.

ACTION: Refer to primary message 4823.

4827 **PER SSA-SSN NOT KNOWN TO SSA (SSN NOT ON NUMIDENT FILE)** *ALERT*

This message appears with 4823. It indicates that the SSN is not known to SSA on the NUMIDENT file which is the file SSA uses in the Validation process. When the SSN is not found on the NUMIDENT file, no attempt is made to find a record using alternate match criteria. The data element associated with this message displays the SSN from the Validation record.

ACTION: Refer to primary message 4823. If that SSN has been sight verified by county staff, it indicates either a system problem with SSA's files, an erroneous hand-typed Social Security card, or a fraudulent Social Security Card. Please contact your State MEDS Network liaison for assistance in resolving the problem. If possible, obtain a copy of the Social Security card.

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4828   **MEDS SEX WAS CHANGED AFTER VALIDATION SENT TO SSA**   *ALERT*

This message appears with 4822 when the MEDS sex code was changed after the Validation record was created. The data elements associated with this message display first the Validation record sex and then the MEDS sex.

This information is intended to supplement the information provided by the SSN Verification Code from the Validation record which tells whether or not there was a conflict between SSA's records and the Validation record sex code.

ACTION: Refer to primary message 4822.

4829   **SSN CHANGE REPORTED BY SDX/MEB - PRIOR SSN WAS**   *ALERT*
VALIDATED

This message appears with 4822 or 4823. It indicates that an SSN previously associated with this record had been validated, but that a subsequent SDX update reported a change in the Social Security Number. Since SDX updates originate from SSA, the update was accepted but the SSN Verification Code was changed to indicate "not validated". NOTE: MEB may actually have made the SSN change if MEDS edits rejected the SDX update and MEB verified that the SDX update should have been applied. The data element associated with this message displays the prior MEDS SSN-VER code.

ACTION: Refer to primary message 4822 or 4823. A MEDS Cross-Reference file Inquiry against the County ID file will identify previous SSNs associated with this record. Using those SSNs, a MEDS Cross-Reference File Inquiry against the Name File will display the name and birthdate from the validated SSN record. That information may be helpful in determining the appropriate follow-up action for the primary message. You may also want to contact your State MEDS Network Liaison for additional information regarding the SSN change that was made to this record.

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4830 **SSI BIRTHDATE OUTSIDE RANGE - SSN PREVIOUSLY VALIDATED** *ALERT*

This message appears with 4822 or 4823. It indicates that the SSN was previously validated, but that a subsequent SDX update reported eligibility for a recipient with this SSN with a birthdate outside the acceptable range. Since SDX updates originate from SSA, the update was accepted but the SSN Verification Code was changed to indicate "no longer verified". The data element associated with this message displays the prior MEDS SSN-VER code.

ACTION: Refer to primary message 4822 or 4823. A MEDS Cross-Reference File Inquiry against the Name File will display the name and birthdate from the validated SSN record. That information may be helpful in determining the appropriate follow-up action for the primary message.

4831 **MEB CHANGED SSAN-VER CODE - SSN PREVIOUSLY VALIDATED** *ALERT*

This message appears with 4822 or 4823. It indicates that the SSN was previously validated, but that a subsequent MEB update changed the MEDS SSN Verification Code. The data element associated with this message displays the prior MEDS SSN-VER code.

The MEB change would have been based on information from a county that:
1) a new SSN was issued to that recipient, or,
2) a recipient's birthdate was confirmed to be outside the acceptable range for a validated SSN, or,
3) there were two records on MEDS for the same recipient and the SSN-VER code presented a problem in combining the two records.

ACTION: Refer to primary message 4822 or 4823. A MEDS Cross-Reference File Inquiry against the Name File will display the name and birthdate from the validated SSN record. That information may be helpful in determining the appropriate follow-up action for the primary message. You might also contact your State MEDS Network Liaison for additional information regarding the reason why the SSN Verification Code was changed.

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4832   <u>**MESSAGE PREVIOUSLY ISSUED FOR REFERRAL**</u>   *ALERT*
<u>**MEDS-ID CHANGE**</u>

This message appears with 4822 or 4823. It indicates that a SSA Referral record matched a record on MEDS and, since the SSN did not match the MEDS-ID on the record, a message was issued to the county indicating that a MEDS-ID change was needed. No MEDS-ID change has been received and no other SSN validation update has been processed since the message was issued. The data element associated with this message displays the prior MEDS SSN-VER code.

<u>**ACTION:**</u> Refer to primary message 4822 or 4823. If the county does not have any record of the SSN reported on the Referral record, the recipient may be able to provide the newly reported SSN.

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